THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU): (a) Yes, Sir. Electrification of Cuttack-Paradip rail line is a sanctioned work.

(b) Targeted for completion by December 2007.

(c) and (d) A pair of Rail Bus services have been introduced between Cuttack-Paradip from 30.01.2006 on an experimental basis for three months.

Setting up of Call Centres by Railways

688. SHRI B.J. PANDA:
MS. PRAMILA BOHIDAR:

Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that Railways propose to spend Rs. 50 crores on setting up call centres across the country;

(b) if so, the details therof indicating those proposed to set up in Orissa; and

(c) how far this would help the passengers in undertaking hassle-free journeys?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU) : (a) to (c) Railways are setting up Integrated Train Enquiry System (ITES) by providing call centres throughout the country. Two call centres at Patna and Bangalore have already been made operational on trial basis. Locations have not been decided for these call centres.

A passenger will dial a universal number 139 as a local call without prefixing any Subscriber Trunk Dialing (STD) code from anywhere in the country and get connected to a call centre through Interactive Voice Response System (IVRS). This will consist of both Interactive Voice Responses System (IVRS) and manual enquiry provisions for dissemination of information on train running status, Passenger Name Record (PNR) status & availability of accommodation.